

# Meadowbank Education and Employment Precinct - TAFE NSW

## Complaints Register - Last updated 22 March 2021

This is a register of complaints received by School Infrastructure NSW about the Meadowbank Education Precinct site remediation works. A complaints register is a requirement for all SSDA projects.

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
7 January 2021	8 January 2021	SMS/Phone	Traffic Management	Investigations confirmed that the truck was associated with the project and had not followed the traffic management plan. The subcontractor was excluded from site.	Closed	No
12 January 2021	13 January 2021	SMS	Traffic Management	Investigations confirmed that trucks associated with the project were using the incorrect route. The subcontractor was reminded of the correct route and advised to follow it at all times.	Closed	No
13 January 2021	13 January 2021	SMS	Traffic Management	Investigations confirmed that trucks associated with the project were using the incorrect route. The subcontractor was reminded of the correct route and advised to follow it at all times.	Closed	No

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
13 January 2021	13 January 2021	Email	Traffic Management	Investigations confirmed that an oversized truck had stopped in the roadway for safety reasons related to overhead wiring. The issue was rectified and the truck continued to site. The service provider will be informed of the problem, and traffic management will be used to manage future issues as required.	Closed	No
18 January 2021	18 January 2021	SMS	Parking	Workers reminded to observe local parking restrictions at all time.	Closed	No
20 January 2021	20 January 2021	Phone/Email	Noise	Investigations confirmed that noise levels were within approved levels. Acoustic mats were installed within the site to mitigate noise.	Closed	No
21 January 2021	16 February 2021	SMS	Noise	Noise monitoring has confirmed that the works currently occurring on site are below the high noise impact thresholds.	Closed	No
21 January 2021	21 January 2021	SMS	Traffic management	The project team had identified two trucks using non-approved routes. Drivers were issued a warning and reminded of approved routes.	Closed	No
22 January 2021	22 January 2021	SMS	Traffic management	Confirmed that a driver used the incorrect route to approach site and was barred from site. The contractor		

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				has been advised to remind all drivers of approved routes.		
3 February 2021	4 February 2021	SMS	Construction impacts	The site is operating within all Conditions of Consent and site monitoring is ongoing.	Closed	No
9 February 2021	10 February 2021	SMS	Dust	The project team will continue to use various methods to water down site. Dust monitoring is ongoing and dust levels are in accordance with the Conditions of Consent.	Closed	No
10 February 2021	10 February 2021	Site visit	Traffic management	Traffic management concerns addressed on site and will continue to be monitored.	Closed	No
10 February 2021	11 February 2021	SMS	Traffic management	Investigations confirmed that the trucks were not associated with the TAFE project.	Closed	No
11 February 2021	11 February 2021	Email	Parking	The project is meeting its Conditions of Consent.	Closed	No
12 February 2021	15 February 2021	SMS	Construction impacts	Confirmed that there will be one crane located on the TAFE site in accordance with the approved Conditions of Consent.	Closed	No

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
15 February 2021	15 February 2021	SMS	Traffic management	Confirmed that a driver used the incorrect route to approach site and will not return to site. The contractor has been advised to remind all drivers of approved routes.	Closed	No
22 February 2021	24 February 2021	Email	Traffic management	Confirmed that the truck was making a delivery within approved hours.	Closed	No
22 February 2021	22 February 2021	Email	Noise	Noise monitoring has confirmed that the works currently occurring on site, including crane operation, are within approved levels.	Closed	No
25 February 2021	1 March 2021	SMS	Noise	A new door was installed next to the site gate to reduce noise.	Closed	No
26 February 2021	1 March 2021	SMS	Noise	Investigations confirmed that the work was not associated with the TAFE project.	Closed	No
1 March 2021	3 March 2021	SMS	Traffic Management	Confirmed that a driver used the incorrect route to approach site. The contractor has been advised to remind all drivers of approved routes.	Closed	No

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
2 March 2021	3 March 2021	SMS	Noise	Workers were reminded to minimise early noise when parking in local streets.	Closed	No
8 March 2021	19 March 2021	Email	Traffic management	Confirmed that the Traffic Management Plan requires trucks to use Victoria Road, not local roads, to enter and exit the local area.	Closed	No
10-12 March 2021	12 March 2021	SMS	Traffic management	Investigations confirmed that the trucks were not associated with the TAFE project.	Closed	No
12 March 2021	18 March 2021	SMS	Noise	Noise monitoring has confirmed that the works currently occurring on site, including crane operation, are within approved levels.	Closed	No
16 March 2021	18 March 2021	SMS	Dust	Confirmed that dust monitoring is ongoing and the site is operating with the approved Conditions of Consent.	Closed	No
22 March 2021	21 March 2021	SMS	Traffic management	Investigations confirmed that the truck was not associated with the TAFE project.	Closed	No